

Global Translation & Localization Firm Lionbridge Adopts Azure Virtual Desktop for Enhanced Efficiency & Security with the Help of Rimo3



Lionbridge Technologies, LLC

Headquarters: Waltham, MA

Founded: 1996

Customers: 2,100+

Languages Supported: 350+

Services: Translation and localization, interpretation, content creation, global games content and testing

Global Community Partners: 500,000+

Website: www.lionbridge.com

Technology Configuration

- Microsoft Azure Virtual Desktop
- Rimo3 Platform

Project Goals

- Streamline migration from 30 office locations to 4 virtual desktop regional instances
- Ensure customer data remains within designated countries for data sovereignty compliance
- Enhance security of applications and data through consolidation onto centrally managed virtual desktop environments
- Automate validation of new applications for onboarding into existing container images

Outcomes

- Improved migration time from on-premises office deployments to Azure Virtual Desktop environment
- Reduced software licensing costs and simplified software licensing compliance
- Eliminated possible downtime resulting from incompatibilities with Windows patches
- Generated positive response from business stakeholders and end users due to streamlined application deployment process

Mission: Work From Anywhere, From Any Device

Lionbridge Technologies, LLC (Lionbridge) was founded 25 years ago and supports over 2,100 customers globally through translation, localization, content, and testing services in more than 350 languages. In addition to its network of 500,000 experts, Lionbridge leverages world-class digital technology to deliver the speed, scale, and security its customers need and expect.

Prior to the pandemic, Lionbridge was in the midst of exploring options to migrate its desktop infrastructure from on-premises to virtual. "We wanted to enable our workforce to work from anywhere, on any device," explains Dan Hebert, a Senior Cloud Engineer at Lionbridge.

After considering its options, Lionbridge determined that Microsoft Azure Virtual Desktop would meet the company's requirements best. "Azure Virtual Desktop met our core business need to deliver applications in accordance with Microsoft app attach and promote data sovereignty, which is important to many of our customers," Hebert says. But migrating applications from an on-premises configuration to a virtual environment was no simple task.

Selection of Microsoft Azure Desktop

"Part of our vision was to bring our employees to the data instead of copying data in multiple duplicates around different offices," says Prakash Ghaitadke, the Assistant Manager of Infrastructure Operations at Lionbridge. "The application piece was very important because we were going to target hundreds of applications in a 'big bang' approach."

However, to manage the packaging of applications within the Azure Virtual Desktop environment, Lionbridge needed an efficient solution to automate the migration to the virtual environment and subsequent management. "We were looking for a solution that would give us confidence that we could automate the migration and management processes," explains Kathryn Condon, Lionbridge's VDI Program Manager.

Hebert adds, "When you're looking at packaging, updating, and maintaining large volumes of applications, an automated solution is essential to achieving a successful outcome."

In addition, Lionbridge wanted the ability to review a list of applications and determine which ones were compatible with the Windows 10 operating system. "We knew that automating this manual process would save us a lot of time," says Ghaitadke.

Packaging Model Key in Selection of Rimo3

Seeking assistance with its virtual desktop infrastructure deployment, Lionbridge considered Rimo3 among a number of other third-party tools. As part of the evaluation process, Rimo3 set up an interactive hands-on workshop. Ultimately, Lionbridge determined Rimo3 was the best fit for its requirements. The Rimo3 packaging model was a key differentiator.

"With Rimo3, we can host the application on the platform itself while the actual packaging still takes place in our environment," Hebert explains. "When the applications are packaged and launched, they use our images and our virtual machines and we are confident they will launch successfully."

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Implementing Rimo3 and Rolling Offices into Virtual Desktop Infrastructure

Lionbridge made a final decision to use Rimo3 in early 2022 and spent the first part of the year planning for the deployment. As an environment for Rimo3 was configured, Hebert indicates The Rimo3 Customer Success Team was very helpful. "They were very active and supportive in the onboarding process, answering questions very quickly—particularly around getting the environment set up for us," he says. "The entire activation of Rimo3 was very easy, and it was beneficial to have someone on a call with us to walk us through the process. It only took around two hours to go live."

To date, the Lionbridge team has migrated nearly 90% of its offices to the Azure Virtual Desktop environment. "Each of our offices has local servers, and thus we must do a site-by-site plan and take a phased approach in each instance," says Condon. Rimo3 has continued to support Lionbridge throughout this process. "We raise support tickets when issues arise," Ghaitadke notes. "Rimo3 has been very supportive to provide us with sessions on new product releases and capabilities within the product. Every team member knows our Customer Success Engineer by name."



Validation of Applications Now Automated With Rimo3

Rimo3 is pivotal in the validation of an update of applications for the Lionbridge team. “We always want to ensure that everything is compliant and compatible,” Hebert says. “Without Rimo3, application validation would be an entirely manual process. Rimo3 automates it all.”

This translates into significant time savings. “Rimo3 saves us a lot of time validating the functionality of applications in VDI,” Ghaitadke says. Hebert continues, “With app attach, we can deploy newer versions of Windows much faster.”

Minimizing Risk for Upgrades and Security

“There is always a risk involved with upgrades to new environments,” Hebert adds. “Rimo3 application validation capabilities, along with the fast and seamless rollback with app attach, allows us to manage this risk effectively and minimize the potential for disruption.”

Lionbridge is realizing improved security with the migration to a virtual desktop infrastructure. “The virtual desktop environment allows us to lock content down in a secure manner,” Hebert says, “protecting customer data while empowering our employees to do their jobs efficiently.”

Reduced Costs and Positive End-user Response

Migration to a virtual desktop infrastructure also enabled Lionbridge to reduce their software costs. “By standardizing our application deployment, we have been able to reduce our software expenditures,” Hebert says.

End users at Lionbridge have responded very positively. “We were able to replicate the simplicity of our previous support model to keep our end-users satisfied and equipped with the tools they need to do their jobs,” Hebert relates.

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Looking to the Future

As Lionbridge looks to add more capabilities to its virtual desktop infrastructure, it is excited about adopting upcoming changes with Microsoft app attach—and Rimo3 will be a key enabler. “With the new release from Microsoft, we will be able to assign the application to individual users for further improved licensing compliance and security,” says Hebert.

Lionbridge also plans to integrate Rimo3 into the Zendesk ITSM tool used to manage requests from business leaders and end users. “This will further automate and streamline our processes for onboarding new applications,” Ghaitadke says.

With applications and data consolidated in a centralized virtual desktop environment, Lionbridge is leveraging the improved security—which includes data sovereignty—as a key differentiator. “Knowing their data is secure and stored on systems that comply with local data sovereignty regulations fosters trust with potential customers,” Condon indicates. “This provides us with a strategic advantage.”

About Rimo3

Our patented groundbreaking Rimo3 Workspace360™ automation platform is an lifecycle management solution that redefines IT transformation through advanced AI-driven processes. This enables businesses to reduce time, cost, risk, and complexity in their daily operations.